

# School Field Trip Attendance Zoo



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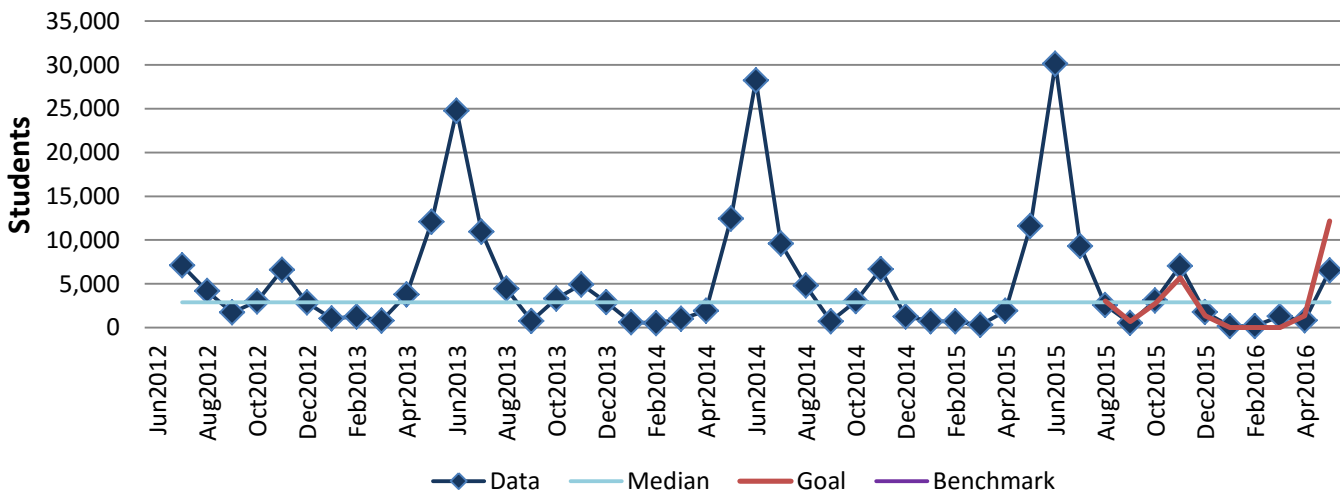
Process: Education

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 71,155 students, FY 15 Goal: Increase Zoo field trip and school attendance  Benchmark: TBD	Data Source: Zoo Attendance Report Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step is Unclear Measurement Method: The number of school group attendees per month who visited the Zoo.  Why Measure: Encourages a sense of responsibility for animal & plant life Next Improvement Step: Developing a new set of programs and fieldtrip guides for schools. Updating forms for schools to improve communication.

## How Are We Doing?

Aug2015-May2016 10 Month Goal	Aug2015-May2016 10 Month Actual		May2016 Goal	May2016 Actual	
<b>27,091</b>	<b>23,954</b>		<b>12,184</b>	<b>6,525</b>	
Students	Students		Students	Students	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.